United Nations A/59/6 (Prog. 1)

General Assembly

Distr.: General
20 April 2004

Original: English

Fifty-ninth session
Item 112 of the preliminary list*
Programme planning

Proposed strategic framework for the period 2006-2007

Part two: biennial programme plan

Programme 1
General Assembly and Economic and Social Council affairs and conference management

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* A/59/50 and Corr.1.
** The activities covered by subprogramme 1 comprise only those implemented at Headquarters.

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Overall orientation

1.1 The overall objectives of this programme are: (a) to facilitate, through the provision of technical secretariat support and authoritative advice, the orderly and effective conduct of the deliberations and follow-up actions of the General Assembly, its General and Main Committees and its various subsidiary organs, the Trusteeship Council, the Economic and Social Council and most of its subsidiary and ad hoc bodies, and special United Nations conferences and meetings dealing with disarmament, international security and economic, social and related matters; and to assist in the revitalization efforts of the General Assembly and other United Nations bodies; (b) to ensure, through integrated global management, the provision of high-quality conference-servicing support to all intergovernmental and expert bodies meeting at Headquarters and at the United Nations Office at Geneva, the United Nations Office at Vienna and the United Nations Office at Nairobi, and other conferences and meetings held under the auspices of the United Nations.

1.2 The basic mandates for this programme are contained in the rules of procedure of the main organs of the United Nations. Additional mandates are stipulated by resolutions of the General Assembly and the Economic and Social Council, particularly resolutions on the reform and revitalization of the General Assembly, and on pattern of conferences. Overall intergovernmental direction concerning the organization and servicing of meetings is given by the General Assembly on the advice of the Committee on Conferences, in accordance with General Assembly resolution 43/222 B of 21 December 1988, which established the terms of reference of the Committee.

1.3 The Department for General Assembly and Conference Management at Headquarters and the conference-servicing organizational entities at the United Nations Office at Geneva, the United Nations Office at Vienna and the United Nations Office at Nairobi are responsible for the implementation of this programme and the achievement of its objectives. Pursuant to General Assembly resolutions 57/300 of 23 December 2000 and 58/250 of 23 December 2003, the strategic framework under this programme seeks to make further advancement in the area of integrated global management, the control and limitation of documents, and adding value to information. During the biennium, both technical secretariat support and conference-servicing support to the intergovernmental and expert bodies will be provided in a more proactive and synergetic manner to achieve full-system benefits across headquarters conference services duty stations. This, together with the extensive application of information technology, will result in enhanced quality, productivity, timeliness and cost-effectiveness of the operations under this programme. Regular client surveys will be used as an important measurement of the performance of conference services in the headquarters locations.

A. Conference management, New York

Subprogramme 1
General Assembly and Economic and Social Council affairs

Objective of the Organization: To facilitate deliberations and decision-making by intergovernmental bodies.[a]

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved communication on organizational and procedural aspects of meetings as well as enhanced substantive technical and secretariat support to the Member States and other participants at the mandated meetings	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies expressing satisfaction with the conduct of meetings as well as the level and quality of technical secretariat services
(b) Improved timely preparation and submission of procedural documentation for intergovernmental meetings serviced by the Department	(b) Increased compliance rate with the submission deadline of the final reports of the intergovernmental bodies serviced by the Department

[a] Intergovernmental bodies refers to the General Assembly, the Economic and Social Council, their subsidiary bodies at Headquarters as well as other intergovernmental bodies supported by the Department.

Strategy

1.4 This subprogramme is under the responsibility of the General Assembly and Economic and Social Council Affairs Division of the Department. The strategy to achieve the subprogramme objective will include:

(a) Proactive assistance to the presidents/chairpersons and bureaux of the intergovernmental bodies in strengthening and revitalizing their work. Provision of analytical and historical information on proceedings by the General Assembly and the Economic and Social Council and the subsidiary machinery with a view of developing appropriate proposals for review by the bodies concerned;

(b) Proactive assistance to representatives of Member States on all matters relating to the effective scheduling and conduct of meetings, including the provision of an advance programme of work, timely issuance of reports and communications;

(c) Coordination of implementation of the resolutions and decisions adopted by the intergovernmental bodies, through the assignment of responsibility to the Secretariat entities for the implementation of these resolutions/decisions.

Subprogramme 2
Planning, development and coordination of conference services

Objective of the Organization: To optimize utilization of meetings and documentation services capacity in a globally coordinated manner.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Overall improvement in the quality of conference services	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies expressing satisfaction with the quality of conference services
(b) Efficient utilization of global capacity of unified conference services	(b) (i) A high percentage of capacity utilization for interpretation and documentation services (ii) The percentage of shared assignments for meetings held away from established conference-servicing duty stations
(c) Increased utilization of meetings services allocated to intergovernmental and expert bodies and special conferences in accordance with the resolutions, rules and established language arrangements	(c) Improved balance between number of meetings planned and number of meetings held
(d) Timely issuance of documents to Member States and participants at meetings in accordance with six-week rule for availability of documentation	(d) (i) The percentage of documents submitted by author departments/offices in accordance with the required deadline (ii) The percentage of documents submitted in accordance with the required deadline as well as within the page limit issued in accordance with the six-week rule (iii) The percentage of documents issued in accordance with the six-week rule

Strategy

1.5 Substantive responsibility for this subprogramme is assigned to the Central Planning and Coordination Service of the Department. The Service will focus on:

(a) Harmonizing policy procedures at all conference-servicing centres of the Organization;

(b) Global planning and coordination of the calendar of conferences and meetings of the United Nations on the basis of workload statistics, performance indicators and cost information;

(c) Analysis of available conference resources for mandated meetings through regular consultations with United Nations bodies at Headquarters and other duty stations with a view to assessing their needs and optimizing submission of all pre-session documentation;

(d) Establishing and monitoring, through research and consultation, mandated pre-session document needs for each session of each organ;

(e) Upgrading the technological capacity in conference services in line with new developments in technology;

(f) Managing compliance by author departments and offices of the Secretariat with regulations governing the timely and orderly preparation of parliamentary documentation;

(g) Provision of substantive and technical support to the Committee on Conferences for the effective delivery of its mandate.

Subprogramme 3
Documentation services

Objective of the Organization: To facilitate multilingual communications among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality referencing, editing and translation of parliamentary documentation and other written materials	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies, and client departments expressing satisfaction with quality of translation and editorial services
(b) Cost-effectiveness of translation services	(b) Optimal mix of various modes of translation (measured in pages)

Strategy

1.6 This subprogramme is under the responsibility of the Documentation Division. The emphasis will be placed on:

(a) The attainment of full electronic processing of documentation (e-processing), maintaining a rational and synchronized workflow, through, in particular, extensive training of the Division's staff (reference assistants, terminologists, editors and translators) and optimal use of technology in the translation and editorial processes;

(b) Increase in workload sharing of the translation work among duty stations through expansion of e-processing.

Subprogramme 4
Meetings and publishing services

Objective of the Organization: To facilitate multilingual communications among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality interpretation, meetings and publishing services	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies, and client departments expressing satisfaction with interpretation, meetings and publishing services
(b) Cost-effectiveness of interpretation, meetings and publishing services	(b) (i) Optimal mix of various modes of interpretation and verbatim services (measured in workdays) (ii) Increased proportion of printing on-demand (measured in pages)

Strategy

1.7 This subprogramme is under the responsibility of the Meetings and Publishing Division. The Division will focus on:

(a) Implementation of measures ensuring timely delivery of high-quality interpretation, meetings and publishing services, in particular through optimum allocation of available resources, information sharing with other conference centres regarding interpretation workload, and training of staff in application of information technology in interpretation and publishing processes;

(b) Expansion of cost-effective modes of documentation publishing.

B. Conference management, Geneva*

Subprogramme 2
Planning, development and coordination of conference services

Objective of the Organization: To optimize utilization of meetings and documentation services capacity through closer coordination with conference services at other duty stations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Overall improvement in the quality of conference services	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies expressing satisfaction with the quality of conference services
(b) Efficient utilization of unified conference services	(b) A high percentage of capacity utilization for interpretation and documentation services
(c) Increased utilization of meetings services allocated to intergovernmental and expert bodies and special conferences in accordance with the resolutions, rules and established language arrangements	(c) Improved balance between number of meetings planned and number of meetings held
(d) Timely issuance of documents to Member States and participants at meetings in accordance with six-week rule for availability of documentation	(d) (i) The percentage of documents submitted by author departments/offices in accordance with the required deadline (ii) The percentage of documents submitted in accordance with the required deadline as well as within the page limit issued in accordance with the six-week rule (iii) The percentage of documents issued in accordance with the six-week rule

Strategy

1.7 Within the Conference Services Division of the United Nations Office at Geneva substantive responsibility for the subprogramme is assigned to the Central Planning and Coordination Service. The Service will focus its strategy on:

(a) Conducting regular consultations with United Nations bodies serviced by the Division with a view to assessing and assisting in formulating their conference servicing needs and optimizing submission of all pre-session documentation and most cost-effective utilization of available resources;

* Subprogramme 1 is solely the responsibility of the Department for General Assembly and Conference Management at Headquarters.

(b) Managing compliance by author departments and offices of the Secretariat with regulations governing the timely and orderly preparation of parliamentary documentation;

(c) Upgrading the technological capacity in conference services in line with new developments in technology.

Subprogramme 3
Documentation services

Objective of the Organization: To facilitate multilingual communications among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality referencing, editing and translation of parliamentary documentation and other written materials	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with quality of translation and editorial services
(b) Cost-effectiveness of translation services	(b) Optimal mix of various modes of translation (measured in pages)

Strategy

1.8 This subprogramme is under the responsibility of the Languages Service and the Official Records Editing Section. The emphasis will be placed on the attainment of full electronic processing of documentation (e-processing), maintaining a rational and synchronized workflow, through, in particular, extensive training of staff (reference assistants, terminologists, editors and translators) and optimal use of technology in the translation and editorial processes, and on use of the most cost-effective modes of editing and translation.

Subprogramme 4
Meetings and publishing services

Objective of the Organization: To facilitate multilingual communications among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality interpretation, meetings and publishing services	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with interpretation, meetings and publishing services
(b) Cost-effectiveness of interpretation, meetings and publishing services	(b) (i) Optimal mix of various modes of interpretation services (measured in workdays) (ii) Increased proportion of printing on-demand (measured in pages)

Strategy

1.9 This subprogramme is under the responsibility of the Interpretation Service, the Publishing Service and the Text-Processing Section. The emphasis will be placed on:

(a) Implementation of measures ensuring timely delivery of high-quality interpretation, meetings and publishing services, in particular through optimum allocation of available resources, information sharing with other conference centres regarding interpretation workload, and training of staff in application of information technology in interpretation and publishing processes;

(b) Expansion of cost-effective modes of documentation publishing.

C. Conference management, Vienna*

Subprogramme 2
Planning, development and coordination of conference services

Objective of the Organization: To optimize utilization of meetings and documentation services capacity through closer coordination with conference services at other duty stations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Overall improvement in the quality of conference services	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies expressing satisfaction with the quality of conference services
(b) Efficient utilization of unified conference services	(b) A high percentage of capacity utilization for interpretation and documentation services
(c) Increased utilization of meetings services allocated to intergovernmental and expert bodies and special conferences in accordance with the resolutions, rules and established language arrangements	(c) Improved balance between number of meetings planned and number of meetings held
(d) Timely issuance of documents to Member States and participants at meetings in accordance with six-week rule for availability of documentation	(d) (i) The percentage of documents submitted by author departments/offices in accordance with the required deadline
	(ii) The percentage of documents submitted in accordance with the required deadline as well as within the page limit issued in accordance with the six-week rule
	(iii) The percentage of documents issued in accordance with the six-week rule

Strategy

1.10 Within the Conference Management Service at the United Nations Office at Vienna, substantive responsibility for the subprogramme is assigned to the Planning, Coordination and Meetings Section. The Section will focus on:

(c) Assessing conference servicing needs of United Nations bodies stationed at Vienna and client organizations (International Atomic Energy Agency, United Nations Industrial Development Organization, Comprehensive Nuclear-Test-Ban Treaty Organization), assisting them in formulating those needs, and optimizing submission of all pre-session documentation;

* Subprogramme 1 is solely the responsibility of the Department for General Assembly and Conference Management at Headquarters.

(d) Managing compliance by its clients with regulations governing the timely and orderly preparation of parliamentary documentation with a view of the most cost-effective utilization of resources;

(e) Upgrading the technological capacity in conference services for planning, processing, monitoring and managing in line with new developments in technology.

Subprogramme 3
Documentation services

Objective of the Organization: To facilitate multilingual communications among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations and client organizations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality referencing, editing and translation of parliamentary documentation and other written materials	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with quality of translation and editorial services
(b) Cost-effectiveness of translation services	(b) Optimal mix of various modes of translation (measured in pages)

Strategy

1.11 This subprogramme is under the responsibility of the six Translation and the Text-Processing Sections, the Editorial Control Unit and the Linguistic Support Unit. The emphasis will be placed on the attainment of full electronic processing of documentation (e-processing), maintaining a rational and synchronized workflow, through, in particular, extensive training of staff (reference assistants, terminologists, editors and translators) and optimal use of technology in the translation and editorial processes, and on the use of the most cost-effective modes of editing and translation.

Subprogramme 4
Meetings and publishing services

Objective of the Organization: To facilitate multilingual communications among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations and the client organizations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality interpretation, meetings and publishing services	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with interpretation, meetings and publishing services
(b) Cost-effectiveness of interpretation, meetings and publishing services	(b) (i) Optimal mix of various modes of interpretation services (measured in workdays) (ii) Increased proportion of printing on-demand (measured in pages)

Strategy

1.12 This subprogramme is under the responsibility of the Interpretation Section, the Electronic Publishing Unit, the Text-Processing Units and the Reproduction and Distribution Unit. During the biennium, emphasis will be placed on:

(a) Implementation of measures ensuring timely delivery of high-quality interpretation, meetings and publishing services, in particular through optimum allocation of available resources, information sharing with other conference centres regarding interpretation workload, and training of staff in the application of information technology in interpretation and publishing processes;

(b) Expansion of cost-effective modes of documentation publishing.

D. Conference management, Nairobi*

Subprogramme 2
Planning, development and coordination of conference services

Objective of the Organization: To optimize utilization of meetings and documentation services capacity through closer coordination with conference services at other duty stations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Overall improvement in the quality of conference services	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies expressing satisfaction with the quality of conference services
(b) Efficient utilization of unified conference services	(b) A high percentage of capacity utilization for interpretation and documentation services
(c) Increased utilization of meetings services allocated to intergovernmental and expert bodies and special conferences in accordance with the resolutions, rules and established language arrangements	(c) Improved balance between number of meetings planned and number of meetings held
(d) Timely issuance of documents to Member States and participants at meetings in accordance with six-week rule for availability of documentation	(d) (i) The percentage of documents submitted by author departments/offices in accordance with the required deadline (ii) The percentage of documents submitted in accordance with the required deadline, as well as within the page limit issued in accordance with the six-week rule (iii) The percentage of documents issued in accordance with the six-week rule

Strategy

1.13 Within the Division of Conference Services of the United Nations Office at Nairobi, substantive responsibility for the subprogramme is assigned to the Planning and Coordination Section. The Section will focus on:

(a) Assessing conference servicing needs and planning and coordination of the conference services of UNEP and UN-Habitat and other United Nations system organizations stationed at Nairobi, on the basis of approved mandates and meeting requests and availability of capacity in conference resources at the United Nations Office at Nairobi and other headquarters; assisting them in formulating those needs

* Subprogramme 1 is solely the responsibility of the Department for General Assembly and Conference Management at Headquarters.

in the most cost-effective manner;

(b) Managing compliance by its clients with regulations governing the timely and orderly preparation of parliamentary documentation with a view to the most cost-effective utilization of resources;

(c) Upgrading the technological capacity in conference services in line with new developments in technology.

Subprogramme 3
Documentation services

Objective of the Organization: To facilitate multilingual communications among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations and the client organizations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality referencing, editing and translation of parliamentary documentation and other written materials	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies, as well as client departments expressing satisfaction with quality of translation and editorial services
(b) Cost-effectiveness of translation services	(b) Optimal mix of various modes of translation (measured in pages)

Strategy

1.14 This subprogramme is under the responsibility of the Translation and Editorial Section. The emphasis will be placed on the attainment of full electronic processing of documentation (e-processing), maintaining a rational and synchronized workflow, through, in particular, extensive training of staff (reference assistants, terminologists, editors and translators) and optimal use of technology in the translation and editorial processes, and on the use of the most cost-effective modes of editing and translation.

Subprogramme 4
Meetings and publishing services

Objective of the Organization: To facilitate multilingual communications among representatives of Member States at intergovernmental organs and members of expert bodies of the United Nations and the client organizations.

Expected accomplishments of the Secretariat	Indicators of achievement
(a) High-quality interpretation, meetings and publishing services	(a) A high percentage of representatives of Member States at intergovernmental organs and members of expert bodies, and client departments that expressed satisfaction with interpretation, meetings and publishing services
(b) Cost-effectiveness of interpretation, meetings and publishing services	(b) (i) Optimal mix of various modes of interpretation services (measured in workdays) (ii) Increased proportion of printing on-demand (measured in pages)

Strategy

1.15 This subprogramme is under the responsibility of the Interpretation and the Publishing Sections. During the biennium emphasis will be placed on:

(a) Implementation of measures ensuring timely delivery of high-quality interpretation, meetings and publishing services, in particular through optimum allocation of available resources, information sharing with other conference centres regarding interpretation workload, and training of staff in application of information technology in interpretation and publishing processes; and

(b) Expansion of cost-effective modes of documentation publishing.

Legislative mandates

Relevant articles of the Charter of the United Nations

General Assembly resolutions

S-10/2	Final document of the tenth special session of the General Assembly
52/12 A and B	Renewing the United Nations: a programme for reform
56/262	Multilingualism
57/283 B	Pattern of conferences
57/300	Strengthening of the United Nations: an agenda for further change
58/126	Revitalization of the work of the General Assembly
58/250	Pattern of conferences